PACE (Program of All-Inclusive Care for the Elderly) Scorecard
ARC and DRC of Milwaukee County

Star ratings are reflective of statewide data and are not specific to county-level performance.

	Community Care, Inc.
Member Survey	
Overall Satisfaction	★★★★
Care Team Responsiveness	★★★★
Care Team Quality of Communication	★★★★★
Quality and Compliance	
Overall Quality Standards	★★★★★
Rights and Protections	★★★★★
Provider Choice and Timely Services	★★★★★
Grievance System	★★★★★
Care Team Characteristics	
Care Manager Turnover	★★★
Nurse Turnover	★★★★
Care Manager to Member Ratio	1:74
Nurse to Member Ratio	1:40
Nurse Practitioner to Member Ratio	1:139
Additional Information	
Website	www.communitycareinc.org
Email	info@communitycareinc.org
Address of Closest MCO Office * Appointment-only office	205 Bishops Way Brookfield, WI 53005
Phone Number	(866) 992-6600
Provider Directory	www.communitycareinc.org/members-families/provider-directories
Type of Agency	Milwaukee, Waukesha, Racine
Number of Counties the MCO Serves	Not for profit

★★★★★ = Excellent   ★★★★ = Very Good   ★★★ = Good   ★★ = Fair   ★ = Poor

Star Ratings Quick Guide
PACE Managed Care Organization (MCO)

Member Survey *(Source: DHS 2018 Member Satisfaction Survey - 270 Survey Responses, 55% Response Rate)*	
Overall Satisfaction	Overall, how satisfied are members with their MCO?
Care Team Responsiveness	Can you contact your care team when you need to? How often do you get the help you need?
Care Team Quality of Communication	Does your care team speak to you clearly, carefully, and respectfully?
Quality and Compliance *(Source: 2018-2019 MetaStar Quality Compliance Review)*	
Overall Quality Standards	Does the MCO meet state standards for providing quality services?
Rights and Protections	Does the MCO protect member rights?
Provider Choice and Timely Services	Does the MCO give members a good choice of providers and minimize gaps or delays in your services?
Grievance System	Does the MCO work with members to resolve disputes timely and keep them informed?
Care Team Characteristics *(Source: 2016-2018 Statewide MCO Data Submissions)*	
Care Manager Turnover	How often do care managers leave the MCO?
Nurse Turnover	How often do nurses leave the MCO?

Updated: 12/16/2019